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**Duke, Daphne**

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**From:** Carroll Harris [charris@telecomservicebureau.com]  
**Sent:** Wednesday, April 20, 2011 3:24 PM  
**To:** CLECreport  
**Cc:** 'Shatoya Terry'; 'Stephen Loren'  
**Subject:** Affordable Phone Services, Inc., - SCPSC CLEC - Quarterly Service Quality Report  
**Attachments:** qtr quality report - 4th Qtr - 2010.docx; qtr quality report - 1st Qtr - 2011.docx

Attached is the fourth quarter (2010) and first quarter (2011) Quarterly Service Quality Report for Affordable Phone Services, Inc.

If you have any questions or need any additional information, please do not hesitate to contact me at telephone number listed below or via email.

Thank you,

*Carroll Harris*

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Telecom Service Bureau, Inc.  
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APR 20 2011

PSC SC  
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***SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT***  
***SOUTH CAROLINA OPERATIONS***

**Affordable Phone Services, Inc**  
**FOURTH QUARTER - 2010**

	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>
Number of Customer Access Lines	5896	5438	4616
Trouble Reports/Access Line (%)	61/0.01%	54/0.09%	61/0.01%
Customer Out of Service Clearing Times (%)	98.2%	98.2%	98.1%
New Installs Completed w/in 5 Days (%)	98.4%	97.4%	98.7%
Commitments Fulfilled (%)	98.0%	98.1%	98.2%

**COMMENTS/EXPLANATION:**

Affordable Phone Services has a very successful outreach/marketing campaign. We have reduced our plan costs and offers long distance free of charge to our lifeline customers.

Person Making Report/Contact Information:

**Carroll Harris**  
[charris@htcoffl.com](mailto:charris@htcoffl.com)  
**(352) 433-2116, ext 246**  
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***SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT***  
***SOUTH CAROLINA OPERATIONS***

**Affordable Phone Services, Inc**  
**FIRST QUARTER - 2011**

	<b><u>JAN</u></b>	<b><u>FEB</u></b>	<b><u>MAR</u></b>
Number of Customer Access Lines	4086	4307	3277
Trouble Reports/Access Line (%)	53/0.01%	95/0.02%	113/0.03%
Customer Out of Service Clearing Times (%)	97.8%	97.2%	98.1%
New Installs Completed w/in 5 Days (%)	96.3%	96.4%	96.7%
Commitments Fulfilled (%)	98.0%	98.1%	98.2%

**COMMENTS/EXPLANATION:**

Affordable Phone Services has a very successful outreach/marketing campaign. We have reduced our plan costs and offers long distance free of charge to our lifeline customers.

Person Making Report/Contact Information:

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